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Name of Home: Newford Nursing Home

Newford Crescent,
Milton,
Stoke-on-Trent

Date: 27th March 2017

Time: 2.30 - 3.30pm

Owner: Newford Ltd.

Registered Manager: Joanne Webb

Purpose of visit: In November 2016, the Care Quality Commission inspected the Home and concluded that every area of the inspection 'required improvement'. Healthwatch Stoke decided to visit the premises to see if improvement had been made in the ensuing period.

Authorised visitors: Phil Leese, Sio Man Leong

General observations

Newford Nursing home was fully occupied at the time of the visit with 41 residents.

The Home manager was not present, so we spoke to a Staff Nurse, Jenny who also showed us around the Home.

The Home offers 24 hour visiting. There are three Activity Co-ordinators. A Hairdresser visits once a week and a GP twice a week. The home has forty-one rooms all ensuite. It is fully occupied at the moment and there is waiting list. The building has four different lounges, cinema, music facilities, three Sensory areas as well as a well laid out garden a Tea Room and a Bar.

At the end of the visit we also spoke to the business manager. He was very informative and explained the process of raising invoices on a weekly basis for Funded Nursing Care (FNC). This is a process that creates a lot of paperwork for the Home.

Staffing levels

Staffing is now up to date and steady following a period of staff fluctuations. At night, there is one nurse from 8 p.m. To 8 a.m. who is supported by seven care workers. During the day, two nurses are always present and again they are supported by a full team of care workers. There are also kitchen staff and domestic staff. Between them, the manager and deputy manager cover seven days per week nursing days. They are both registered nurses.

The home also has three activities coordinators.

Currently, the GP responsible for the home is Dr Hussain from Milehouse Practice. He visits on Mondays.

When asked, the Staff Nurse said that she feels there are enough staff on duty to care for residents. The Home uses agency staff if they need to. If they have any concerns about the agency staff they report those to the agency immediately.

Staff always work in pairs. Agency staff always work with someone else, they are never working alone.

Family members can volunteer to help with activities. If they do so they are DBS checked.

Residents

All residents seemed happy and most of them were gathered in the four lounges. When asked about living at Newford, two residents told us '*they had lovely nurses*'.

Coincidentally, one of our visitors met someone with whom they were well acquainted. into someone he had known for a long time in a professional capacity. This person was visiting his father. He told us that he had nothing but praise for the staff. Previously, his father had been in two other homes where his family felt he was not safe.

Activities

There is an activity put on every day for the residents and these are well advertised both by notice board and word of mouth. The residents enjoy quizzes, board games (or, as we were told by one resident, 'championships').

On a weekly basis, a male member of staff puts on a 'showbiz' act, (Elvis, Tom Jones were given as examples). Occasionally, the residents go on day trips but as they have no transport at the home usually relatives sponsor the cost of a minicab.

They have behavioural monitors who will accompany them to where ever they wish to go after risk factors have been considered. The frequency of all activities is both regular and happen in an ordered manner.

On entering the Home there is a large whiteboard in reception which clearly shows what activities are available each day. There is something available to do every day.

For those residents not able to read the board, there is a smaller activities calendar which uses pictures to show what is going on. There is also a television screen with a colourful 'slideshow' of what is going on in the home.

Environment

The Home is all on one level. There are three wings off the main entrance and the corridors are wide with rails along all of them. They are brightly decorated and carpeted. The handrails are currently being painted and the Home was well decorated and clean throughout.

We were shown the bathrooms and shower rooms which were all clean and very spacious with specialist bathing equipment.

The residents' rooms are all the same, except for one being larger than the others. All the rooms have large windows which allow a lot of light in. Residents may bring their own furniture if they wish to.

We were shown a tidy outside area with benches and tables for use in the summer.

The Home has one dining area furnished with round tables and was spacious enough for all the residents.

We visited the Tea Room which is decorated with colourful bunting, comfortable chairs and tables and is very bright. The residents have a weekly 'afternoon tea' which the nurse said is very popular.

We also visited the four small, themed lounges:

- **Movie Room**
Which a large screen and a good selection of DVDs. It is decorated with images of former film stars, painted by one of the activity coordinators;
- **Broadway Lounge**
Which has no television, so residents can listen to music;
- **Stargazer Relaxation Room**
With sensory items and has gentle music playing;
- **Memory Lane Lounge**

Here there are many items from the past to interest residents.

The Staff Nurse told us that they will move the residents between the lounges if they want to move. This gives them a variety of stimulation through the day.

When we visited, the Stargazer Room and Broadway Lounge were being used. Residents were relaxed and comfortable.

The hairdressing salon also allows residents to have pampering sessions.

Additionally, the home uses pet therapy with the residents - the screen in reception had images of the residents with visiting pets.

All fire doors were accessible and windows were open since it was a hot afternoon.

The decoration throughout was reasonable. In fact, they were painting hand rails during our visit. The decor in the four lounges was very creatively painted with hand painted film stars on the walls of the cinema room and music staves in the music room all done by activity co-ordinators.

We inspected one of the assisted bathrooms (of which there are two) as well as one of the assisted shower rooms (again there are two).

We inspected one ensuite room which was very homely and the ensuite was clean and large. The bungalow was very clean.

The kitchen caters for all tastes; again, it was very clean. The dining room was large and we were told that is sometimes used for dancing. However, on the afternoon we visited it was set out ready for the evening meal.

There was a comment from one resident about the suitability of some of the chairs. Later, we were shown the order form for the new chairs.

There is information around about advocacy but Jenny told us that most of the residents asked a nurse if they wanted to know something.

The garden area is pleasant and in good order.

Care

The CQC report indicated that one of the main issues was the proper use of paperwork. The Home has introduced the recommended Care Home Approach (CPA).

Jenny told us that the drugs held on site were checked monthly. The regular weekly check now shows which nurse administered the medication and they always have to get the paperwork countersigned and checked by the senior nurse in

charge. We were shown all the new paperwork and how the system worked. Every resident now has a CPA which is adhered to religiously.

The CPA also covers food so that there is a control on what is consumed as part of a healthy diet and excludes “Junk food”.

All residents have their own care plan which is reviewed monthly. The Home uses the Person-Centred approach to care.

Buzzers must be answered within two minutes and while we were present, we observed that a buzzer was answered within thirty seconds.

The activities coordinators work with each resident to help the family produce a memory book, which is kept in the resident's room.

We were also told that if a resident has a hospital appointment or a doctors' appointment and there is no relative to take them, a member of staff will take them.

Conclusions

It was evident that the change in paperwork and the working with each resident (via the introduction of the CPA programme) has helped the nurses and care workers and overall has made a more friendly and happy care home

Overall, we felt that Newford Care Home is a stable environment for both residents and staff. They demonstrate an innovative attitude to care and the older resident.

Healthwatch Stoke-on-Trent wishes to thank all those we met during our visit for their friendliness and courtesy.